



*The*  
***Complete Works***  
EAST LONDON SCHOOL

**Parent & Carer Pack**

2025-26

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# Introduction

Academic Year 2025/26

Dear Parents and Carers,

It is a great pleasure to welcome you and your child to our school. At TCW we believe in individualised education. That means our students experience different programmes of learning, tailored to their needs, interests and talents. Providing such a bespoke service requires a large team of learning, curriculum and wellbeing specialists, coordinators and teachers. The result is a nurturing and tailored learning experience, where students are treated as individuals, and their differences are celebrated and encouraged. We want every student to have the most inspirational experience we can offer them, so they are able to leave with a strong sense of confidence and purpose, as well as the qualifications they need to get where they want to go.

This is our parent/carer pack for 2025/26. We hope that it provides you with a good understanding of what you and your child can expect this year from our school. If you are not sure about anything you read, we are here to help - feel free to reach out to our Education Team at any time. Delivering high quality education takes a close working relationship with parents, carers and the wider school community.

We look forward to working with you.

*Dean Phillips-Smith*

Dean Phillips-Smith

Headteacher

The Complete Works - East London School



# What We Offer

## Our Approach

We believe in giving students a complete educational experience: academic, vocational, creative, social and bespoke to their needs.

Many young people struggle to feel at home in mainstream school. Despite the hard work and skill of teachers, students who do not fit the constraints of the system can find themselves left behind. This could be because their educational needs cannot be fully met in a mainstream environment, or there is not sufficient flexibility to accommodate their learning style or personality. Some students find school an anxiety inducing place, which can render them unable to concentrate and keep up. Each student who joins The Complete Works has their own story and their own unique requirements. For every one of these students, we curate a personalised learning programme that is as unique as they are.

We provide a combination of individualised and group lessons, taught in our TCW Learning Hubs, in the community and in students' homes. In addition, we offer a range of wellbeing support options and extra curricular creative activities, to give students a broad and varied educational experience, which is tailored to their individual needs. We understand the value of both individual and group lessons, and have found that combining the two in the right way can help to achieve exponential results. The focus and flexibility of individualised lessons is uniquely suited to helping students catch up on missed learning, and engage with a subject at their own speed and in their own way. At the same time, group lessons provide the opportunity for students to learn from each other in an atmosphere of respect and collaboration, while also gaining all-important social skills. At TCW we combine these approaches, giving each student the right balance for them. Added to this, we provide a wealth of wellbeing and creativity initiatives to every student's package, to give them a rounded, holistic and complete learning experience - "The Complete Works."

On the wall of our Central Office is written the quote often attributed to Albert Einstein: "If you judge a fish by its ability to climb a tree, you will think that fish is stupid." Intelligence comes in many forms, but until we find our talents and our path in life, we can feel as hopeless as that fish trying to walk. At the Complete Works, we specialise in helping young people to find their path, discover their passions and feel excited by learning again.

## Individualised Learning

Individualised lessons are taught in students' homes, public spaces such as libraries, or TCW buildings throughout London, typically on a 1:1 basis. We also have the option of remote online learning for anyone who is shielding or otherwise unable to be taught in person. It can be challenging for students to remain focused and engaged in a lesson delivered to 30+ students at once, as is the routine expectation in mainstream school. Despite the best efforts of the teacher, it can sometimes be difficult to meet the needs of every student in such a large class and too often those not fitting the expected mould will find themselves left behind. Individualised lessons on the other hand, are targeted to the needs of one student and the teacher has the flexibility to teach in a creative and bespoke way. Individualised lessons are the foundation of every student's education at TCW, with many also enjoying supplemental group classes.

## Group Learning

We teach group lessons in our Learning Hubs - dedicated spaces in multiple locations across London containing state-of-the-art facilities including a construction workshop, training kitchen, music studio, science lab, drama studio, art studio and therapy room and more. Group lessons give students the chance to work alongside other young people and take part in a variety of courses, including BTECs and Vocational Courses, plus GCSE and KS3 immersive learning days. Class sizes are kept small (usually below 5 students), to allow the teacher to give everyone the attention they need.

Our Learning Hubs are also used for “Individualised Onsite Days”, in which students can enjoy a whole day of focused, tailored learning, typically taught on a 1:1 basis, while also benefiting from social opportunities during break times. This is a vital stepping stone for those not yet able to engage in group activities. Some of our Hubs are designed to be vibrant and dynamic spaces to encourage group learning and interaction, while others are more quiet and nurturing, with more spaces to work on a 1:1 basis.

## Wellbeing Support

We recognise that learning is about more than exam results, it is about developing and maturing as a person so you can take on the challenges of adult life. The wellbeing support that we offer is a key part of how we help students reach their personal milestones. It is made up of four key elements:

1. **Counselling** - All students are entitled to a weekly 1:1 therapeutic session with one of our in-house trained counsellors. This is a valuable addition to help students work through any personal challenges, learn to regulate their emotions and deal with the stresses that life throws at them.
2. **Personal Development** - Taking place for an hour once a week, this is a programme designed to help each student reach their personal potential. It is a chance to set goals, develop career plans and give students a sense of purpose and perspective.
3. **Interventions** - The Interventions Team specialises in helping students re-engage in education after losing focus or motivation. They work directly with students, as well as their teachers, families and professionals, creating a big-picture solution to increase attendance and engagement.
4. **PSHE** - We teach a wellbeing-focused PSHE (personal, social and health education) curriculum, which is designed to help students develop the skills they need to manage their emotions and learn to be happy and balanced.

These pastoral measures, combined with the focused, personalised attention of our teachers, give students the holistic education that they need to thrive in later life.

## Creativity

Creativity has always been a core value of our school, and something we integrate into every aspect of our work. No matter the subject being taught, we encourage our teachers to think outside the box, finding unique and dynamic ways to bring lessons to life. Our Central Office Team works to develop creativity within the curriculum, devising a rich array of educational resources, providing expert advice and mentoring to teachers. A number of creative projects are open to students at any time, some of the key fixtures include our Anthology of Creative Writing, published every year; the TCW Album - a compilation of musical tracks produced by students with the help of our Poet in Residence; and the Annual Showcase - an eclectic evening of student performances enjoyed by our whole school

community. In the past we have also hosted a novel writing workshop, created a joint piece of school artwork displayed in the Tate Modern Gallery, as well as running T-shirt Design Competitions, photography and art exhibitions, and much more. Our aim is to make creativity accessible to all students, through the expert work of our teachers and support staff, and by providing a wide range of extra-curricular options to suit all interests and learning styles.

### SEND Support

The majority of our students have an EHCP, so the education we provide is highly inclusive and differentiated. Our full time SEN Lead provides expert, individualised monitoring and support to any student with SEN, while advising teachers and leading the Annual Review process. Targets from students' EHCPs are incorporated into all aspects of their learning, and regularly reviewed by teachers and the Wellbeing Support Team, through weekly Personal Development Sessions. So when it comes to Annual Review time, students are familiar with the progress they have made and are able to actively participate in the process.

We have designed our curriculum to be adaptable to all levels and learning styles, and a significant part of our teacher training focuses on how to create lessons that are bespoke to the needs of individual students. This gives students a sense of ownership of their learning and pride in themselves, generating the momentum needed to overcome the challenges they face. Many students first join us carrying negative associations with school and learning, feeling hampered by their Educational Needs and left behind. We pride ourselves on our ability to reverse this negative trend, helping students with SEN to feel the sense of belonging and achievement they deserve.

### Exams and Qualifications

We are a fully registered exam centre, meaning students can sit GCSE, Functional Skills, and Entry Level exams with us, as well as completing internally assessed qualifications such as BTECs and Arts Award. We are registered with both AQA and Pearson Edexcel, giving our cohort a wide range of internationally recognised qualifications to choose from. Should a student require access arrangements, our SEN Lead is available to assess them and put any arrangements in place. When it comes to exam time, we are highly sensitive to the needs of our students, providing rigorous wellbeing support in the run up and a calm, distraction free environment on the day. Where appropriate, we have the capability to provide individual rooms to some students, with only their invigilator present. In rare cases we are able to invigilate students while they complete an exam in their own home, as per the regulations of the exam board. This is particularly helpful for students suffering from severe anxiety.

Every year we are delighted to see students achieve results that they never thought possible.

To learn more about what we offer at TCW, visit [tcw.org.uk](http://tcw.org.uk).

# Frequently Asked Questions

## What is an “initial meeting”?

When your child first starts at TCW, you will both be invited to an initial meeting, either virtually over *Zoom* or at our Central Office. This meeting is a chance for you and your child to get to know the school and the teacher(s). We will introduce you to the history and methods of the school and talk you through what opportunities will be available to your child. We will also discuss the subjects or qualifications your child will be studying, their timetable and the assessment processes we work to. This meeting is relaxed and friendly and should give your child the chance to get to know what we are about, before their lessons begin. It is also an important opportunity for us to gather all the information and consent that we need from you in order to begin our work.

## What should a student expect when starting?

After the initial meeting comes the first lesson, which will be a chance for the teacher and student to get to know each other. They will meet at the agreed lesson location, do some icebreaker activities and begin to discuss the aims for their time working together. Our teachers are passionate about making education enjoyable and inspiring, and getting to know their student’s interests and personality will help them to plan the best possible lessons. Within the first two weeks, the teacher will set a baseline assessment to get a sense of current working levels. For students in KS1-3 (up to year 9), the baseline assessment is done as a two week interactive project. For KS4 (Year 10 and above) the baseline will be a written paper, though not done under exam conditions. Once they are settled in, the student will begin their agreed curriculum, with their teacher’s help they will learn creatively and achieve academically. Their progress will be tracked throughout their journey with us and at the end of every half term parents, carers and professionals will receive a report detailing their achievements and challenges. Most of our students do a combination of 1:1 and group lessons, both offsite and at our Learning Hubs. Some may begin full time at a centre to get their education started quickly, while we work to find the right one to one teacher. Others may have part of their timetable in a centre from the beginning, depending on our availability.

## What is the difference between the TCW South and East Schools?

Up until September 2024, TCW operated as one school working with students all across London. For some time we ran education from two separate East and South offices, each serving students from different areas. We decided to split into two independently run schools so that we could better personalise our service to the particular needs of students in each of the two areas. In terms of what is different, actually not much, though each school has its own team of staff, they are both overseen by a Central Support Team, including our CEO who has been with us since 2003. The values and approach to education that define TCW are the same in both schools, as are the policies, curriculums and teacher training programme.

### **What are the advantages of TCW compared to a mainstream school?**

The key advantage of our approach to education is the level of flexibility we can offer to adjust to a student's needs, learning style and interests, providing a different education package to every individual. We have a very high staff to student ratio, every student is taught on a 1:1 basis for part of their timetable, while group lessons typically have no more than six students. Our Office Team works behind the scenes to curate the experience of each student, adjusting their curriculum, timetable, creative and social opportunities to create a highly personalised experience, which cannot be rivaled in mainstream school.

### **What subjects are taught at TCW?**

We have a dedicated Curriculum Team, whose job it is to choose the perfect programme of study for every student. Exactly what a student studies will depend partly on their age, interests and plans for the future. We put a strong focus on the core subjects (English, Maths, Science and PSHE), and offer a wide range of other options, both vocational and academic, including a number of BTECs, GCSEs, Functional Skills, Arts Award and Entry Level Certificates. We do everything we can to make education enjoyable and inspiring, ensuring that students leave us with the qualifications they deserve. In a child's initial meeting, they and their parent / carer will get the chance to meet a member of our Curriculum Team to discuss what subjects would be best suited to them.

### **What mental health and wellbeing support is in place for TCW students?**

We believe that in order to be successful in education and in life, everyone must look after their mental wellbeing. This is why we have two full time School Counsellors, who are available to provide therapeutic support to students, as well as wellbeing check-ins for teachers. Typically, a student would arrange to speak to a School Counsellor on a weekly basis, for as many weeks as they need. This process has boasted some wonderful results.

In addition, every student takes part in weekly Personal Development Sessions. These are designed to help each student reach their personal potential and can include setting goals, developing career plans and covering targeted programmes like anger management or behaviour plans. The sessions are delivered by one of our Student Support Team, who closely monitor their student's progress both academically and in terms of their motivation and confidence. This allows any potential obstacles to be identified early and where necessary, a counselling or interventions programme put in place. The Student Support Team work in partnership with their students' families, acting as their advocates during educational meetings, ensuring that the right level of support is available at home as well as at school.

We have also included an in-depth PSHE programme into every student's curriculum, with a focus on developing students' understanding of wellbeing, social skills, personal and online safety, sex and relationships, as well as many other issues relevant to young people's emotional health. All teachers are trained to a high level on safeguarding issues and young people's mental health, so we are able to work through any challenges as soon as they come up. This whole process is overseen by our Head of Safeguarding and Wellbeing, who is passionate about helping our young people grow into happy and well-adjusted adults.



### How do you assess progress?

Throughout a student's time with us, we record their academic progress carefully, in order to make sure that we are working with them as effectively as possible. Because we provide bespoke education, tailored to the needs of each student, this gives us the flexibility to spend more or less time on any given topic area, should the need arise. Accurate recording of progress is indispensable in order to ascertain what areas need improvement, and therefore how time in future lessons should be allocated.

For every student, progress is recorded on a daily basis by their teacher(s) into a confidential database. At the end of each half term, this data is summarised in a report, which is shared with parents, carers and professionals.

### What training do your teachers have?

The TCW Teacher Training Programme is one of our proudest assets, refined over the years and quality assured by Goldsmiths University. Every teacher takes part in weekly in-depth professional development sessions, led by our in-house training team, or external experts. This continues throughout a teacher's career with us. We believe that education never stops and that is why we work to continue challenging our teachers and growing their skillset. This is in addition to regular teacher observations and mentoring, led by our Teaching and Learning Officers - experienced, qualified teachers who oversee our teaching training programme.

### Can students sit their exams at The Complete Works?

We are a fully registered exam centre, so students have the opportunity to work towards a range of qualifications including GCSEs, BTECs, Functional Skills, Entry Level Certificates and Arts Award. When it comes time to sit their exams, we will provide all the support and guidance that they need to do their best.

### What is Hybrid Learning and what are its advantages?

Hybrid Learning refers to the combination of 1:1 and group lessons. We aim to offer both types of lesson to all students, adjusting the balance to suit the needs of each individual. 1:1 lessons have the advantage of being the most personalised form of education possible, meaning they are an efficient and effective way to get through subject content, at the perfect speed and level of challenge. If a student joins TCW with gaps in their education, we can catch up on these through 1:1 lessons. We can also incorporate the interests of the student into the lessons, making them engaging and relatable.

The perfect way to supplement 1:1 learning is with our small group lessons, taught out of our Learning Hubs. With class sizes typically no bigger than 5-6 students, we offer an exciting array of vocational and academic courses, taught by Subject Specific Teachers. Through group lessons students have access to our specialist facilities, such as our music studio, kitchen, science lab, art room or construction workshop. We also take students to specialist external spaces, such as Stepney City Farm, for our Animal Care Course. On top of this, group lessons provide a valuable opportunity to socialise with other young people, build friendships and learn together.

Hybrid Learning is the complete package, when it comes to education - with the personalisation of 1:1 and the dynamic variety of group lessons. Our office team will create a balanced programme for each student, ensuring they reap the full benefits of this comprehensive system.

### **What creative opportunities are available to students at The Complete Works?**

We work hard to maintain our creative roots and have a department dedicated to making sure students have the opportunity to take part in a variety of creative projects. In our Learning Hubs, creativity is celebrated in its many forms, whether it be in our Art room with its vibrantly coloured walls painted by students; the construction workshop where students recently built portable phone speakers; or the music studio where our young people produce tracks to be released on our TCW album. Every year we conduct a number of whole school creative projects including publishing a book of poetry; running t-shirt design competition, a novel writing workshop; we have even produced a piece of school artwork that was hung in The Tate Modern gallery, plus many more exciting projects. At the end of every year we host a Showcase, which our whole school community is invited to. This is a huge day for TCW and a significant milestone in many students' school careers. On this night we enjoy a plethora of talents from students of all ages and abilities. From singing, dance and comedy, to film production, poetry reading and instrument recitals - this nurturing show has it all!

### **Where does education take place?**

Group lessons take place at our Learning Hubs in Shoreditch or Bermondsey. These are vibrant spaces offering a range of specialist facilities, such as a music studio, kitchen, science lab, art studio and construction room. Here students find a nurturing and supportive environment, and an exciting array of courses to choose from. Our vocational courses are taught out of the Hubs, as well as our Onsite KS3 and GCSE days - immersive academic days taught by subject specific teachers. Some selected courses are run from other specialist locations, such as a city farm and allotment gardens, for our Animal Care and Land-Based Studies course.

1:1 lessons take place at a student's home, in a public library or another suitable public place such as a quiet cafe or community centre. We also run onsite 1:1 Days out of our Learning Hubs. All locations and activities are thoroughly risk assessed by our staff. Since the COVID-19 Lockdown, we have also been providing education remotely through Google Meet and have temporarily stopped using public spaces such as libraries for lessons.

### **How does The Complete Works keep young people safe?**

The Complete Works has a rigorous child protection policy and all staff are vetted and DBS checked before employment. If you wish to see a full copy of our policies, these are available on our website - [tcw.org.uk](http://tcw.org.uk). All teachers are directed to treat information regarding students as private and confidential. However, any information disclosed to teachers, which they consider to put the student or teacher at risk will be relayed to our Safeguarding Team. The safety and care of students will always be the teacher's first consideration.

### **How and when do I cancel a session?**

If you need to cancel a session, please do so as soon as possible (at least a day in advance), by calling the office on 0207 377 0280. We will then pass this message on to the teacher. All student attendance is

recorded, and we pass on attendance data to the relevant authorities. It's compulsory for students to attend all sessions, as is stated in our attendance policy. A letter will be sent home if a student misses three consecutive days of education. If your child is unable to attend a lesson due to illness we may require medical evidence, such as a doctor's note.

#### **Who do I contact if I have a question or comment about my child's education?**

You are welcome to call or email your child's Education Support Officer or any member of their education team. For their details, see the Contact Sheet on page 24.

# Term Dates

**2025/2026**

## Autumn Term 2025

Monday 1 September 2025 - First day of term

*Half Term - Monday 20 October - Friday 31 October 2025 (2 weeks)*

Friday 19 December 2025 - Last day of term

## Spring Term 2026

Monday 5 January 2026 - First day of term

*Half Term - Monday 16 February - Friday 20 February 2026*

Friday 27 March 2026 - Last day of term

## Summer Term 2026

Monday 13 April 2026 - First day of term

*Bank Holiday - Monday 4 May 2026*

*Half Term - Monday 25 May - Friday 29 May 2026*

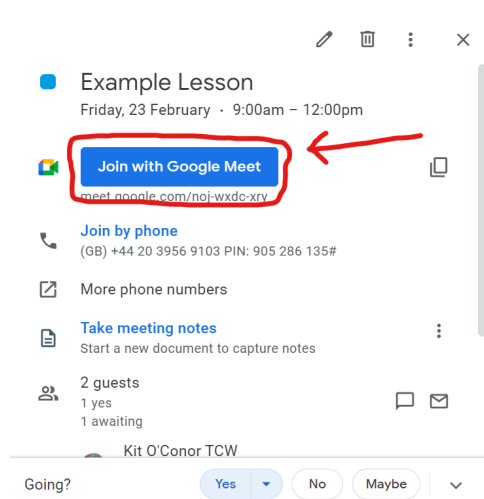
Monday 20 July 2026 - Last day of term

# Remote Learning

## Google Meet

As well as teaching students in our Learning Hubs, in homes and in the community, we also conduct lessons remotely using Google Meet. They are most commonly used for cover lessons - when a student's regular teacher is unavailable and another stands in. A Google Meet lesson is essentially a video call with a teacher, who will present information and lead interactive activities. Please be aware that for safeguarding reasons, all remote lessons at TCW are recorded. Additionally, a third party email address ([remote.education@tcw.org.uk](mailto:remote.education@tcw.org.uk)) is added to all online lessons, which means a member of our senior leadership team can visit, in the same way that they might look into a classroom in a Hub, or stop by a library to visit a lesson. This adds an extra layer of safeguarding protection for online lessons.

To log into a Google Meet lesson, a student should click on "Join Hangouts Meet," a button found within the lesson's calendar event. The calendar event will have been emailed to the student ahead of the lesson time. They will need to log into the TCW email account and follow the links within the email.



All students at TCW have a TCW email address. This will follow the format *firstnameinitialoflastname.stu@tcw.org.uk*. For example, Dean Phillips' email address would be *Deanp.stu@tcw.org.uk*. The password is automatically set to *tcwstudent*. This will be the case for all students unless they have changed their password independently. If your child cannot log into their TCW email account, speak to their Education Team (numbers are listed on the last page of this Parent / Carer Pack).

Please encourage your child to engage with online lessons in the same way that they would in person, keeping their focus on the teacher and not engaging in any other activities, online or otherwise, during their lesson. It is helpful for the student to keep their camera on throughout the lesson, as this improves communication and interactive learning. If your child feels nervous about having their camera on, or about online lessons in general, please speak to their ESO, (see the last page of this Parent / Care Pack for contact details.)

## Google Classroom

At TCW we use an online workbook to save students' work. This enables the student to see all their achievements through the year and enables us to keep track of progress and marking. This system is called Google Classroom.

The student can login using their TCW email address and as a parent if you would like to view this you can login with the student from home;

At the top right hand side of the email inbox click on the 9 squares;



Click on this Logo.



Google Classroom

Under the Classwork heading you can find the subjects and work your student is studying.

# Counselling

As part of our offering, every student has the option to take part in regular sessions with one of our school counsellors.

## What is Counselling?

The opportunity to talk about things that are of concern, to a young person, in confidence, with a qualified counsellor. What is spoken about will depend on the student, but common themes are, anxiety, anger, relationships, change, loss and distressing or traumatic events. Counsellors use theories and practical interventions to implement behavioural, emotional, mental or physical change.

## What does a Counsellor do?

Counsellors are trained to listen without judging and to help people to process their current situation through identifying their thoughts and feelings.

## Who are the Counsellors?

They are professionally qualified and experienced practitioners who have experience working with children and young people and adults.

## Why have a Counsellor in TCW?

A school based service brings counselling to children and young people in a place that is familiar, safe and secure. If children and young people are able to receive emotional support from a qualified professional, they will have greater opportunity to fulfil their potential.



**Stuart - School Counsellor**

[stuart.davenport@tcw.org.uk](mailto:stuart.davenport@tcw.org.uk)

If you would like to learn more about our counselling service or book an introductory session, please contact Stuart.

# Safeguarding and Child Protection Policy

This policy reflects the values and philosophy of The Complete Works School in relation to safeguarding.

We are committed to playing a full and active part in the multi-agency response to child protection concerns. Additionally, the school has a legal duty to safeguard and promote the welfare of children and to have a child protection policy.

Through their day to day contact with students, and direct work with families, school staff have a crucial role to play in noticing indicators of possible abuse or neglect. Parents should be aware therefore that where it appears to a member of staff that a child may have been abused, the school is required, as part of the local child protection procedures to report their concern to Social Care immediately. To avoid any misunderstandings, therefore, parents of children who sustain accidental injuries, which result in cuts/bruises/fractures, should inform the school without delay.

## Principles

- Children have a right to be safe, to be listened to, valued and respected
- Parents have a right to be informed of any concerns regarding their child
- Children are best protected when parents and school can work together
- All staff paid and unpaid are given appropriate training and support
- All staff paid and unpaid are subject to rigorous recruitment checks

## Principles in practice

**In order to ensure children are effectively protected we ensure that:**

- We have a Designated Safeguarding Lead and a Deputy Safeguarding Lead with responsibility for safeguarding and child protection. They attend multi-agency training at least once a year and local network meetings. These are Lotta Jones and Dean Phillips.
- All staff are trained in Level 2 Safeguarding which is completed every year.
- There is a safeguarding slot in staff meetings to discuss safeguarding matters.
- A parent friendly child protection leaflet and a child friendly leaflet are provided for all children and their families.
- The safeguarding policy is accessible on the school website.
- The safeguarding policy is reviewed by the charity's trustees annually.
- The trustees oversee all matters pertaining to safeguarding policy and practice in school. Safeguarding reports are provided to the trustee board termly.

## Partnership

The school will inform parents of any concerns about their children (providing it does not compromise the student's safety) and will help support them as necessary.



### Prevention

We will take positive action to prevent children suffering abuse and neglect through the development of an open culture that informs children of their rights (UNICEF UN Convention on the Rights of the Child) and encourages them to speak about any concerns. The school will also address the issue of children's safety through the curriculum.

### Responding to Concerns

We will refer all allegations or concerns that a child has been or is likely to be abused or neglected to Social Care within the Children's Services Department. We will consult with other agencies when we have concerns that a child may have been abused or neglected. The school will discuss with parents any concerns they have about children. Parents will be kept informed of what has happened.

### Child Abuse

Physical and emotional abuse of children by other children will be dealt with through the school's anti-bullying policy. Parents will be kept informed. All concerns about possible sexual abuse will be referred to Social Care.

### Child Protection Conferences

TCW will attend conferences and provide information about children and families. This information will be shared with parents beforehand. We will keep confidential child protection records separately from a student's academic and other school records.

### Confidentiality

Information from parents about possible child abuse cannot be kept confidential. Information and records about children on the Child Protection Register will be given only to those people who need it and will be kept strictly confidential by them. A full copy of the schools Safeguarding policy is available on [our website](#).

### Domestic Violence

TCW is part of Operation Encompass, the project run by the Metropolitan Police to ensure that they are kept informed when students are experiencing the challenges of domestic violence. Any such incidents witnessed or involving a young person that the police are aware of will therefore be reported to the relevant school's DSL prior to the start of the next school day.

Our DSL receives training to allow her to liaise with the police and to use the information that they share, in confidence, while ensuring that our school is able to make provision for possible difficulties experienced by the student, or their families, as a result of being involved in, or exposed to, a domestic abuse incident.

# *Safeguarding and Child Protection Policy*

## *- Student Guide*

Your teachers are responsible for making sure that you have a safe environment in which you can learn.  
If you feel unsafe you need to let your teacher know.

Your teacher...

- may support you with positive praise, this might include fist bumps, high fives, hand shakes or other appropriate forms of contact.
- will not be friends with you on any social media.
- will only contact you on your mobile phone number during school hours and only about your lessons.
- will only take photographs of you if TCW have consent from your parent or carer. These photos will be related to your schoolwork and they will be deleted once they have been uploaded to the drive.

Your teachers are not able to keep secrets. They have to tell someone in the TCW safeguarding team if they think you are at risk of hurting yourself or hurting someone else. They will also need to let your parents or carers know. This is always difficult for your teacher as they care very much for you and don't want to see you upset. They HAVE to let the safeguarding team know even if you ask them not to and they HAVE to let your parents or carers know as your parents or carers are responsible for keeping you safe and happy.

Your teacher will not speak to your parents or carers about a concern if you say that you feel unsafe with your parents or carers. They will need to tell a social worker. The social worker will come and talk to you about it and they may call the police if they think you are in danger of being hurt. You won't be in trouble, it is just to keep you safe.

If someone is speaking to you over the Internet or on your phone and you don't know who they are, tell your parents or carer, your teacher or someone in the safeguarding team. If someone is saying things that are upsetting you or someone is making you do things that you don't want to do, tell your parents or carer, your teacher or someone in the safeguarding team. You must tell your teacher if there is anything during your lesson that you are frightened of and your teacher will try and find people to help you.

If you don't think you can speak to your teacher, call **020 7377 0280** and ask to speak to **Lotta or Ross**—and tell whoever answers that you are a student and it is an emergency.

# Privacy Notice

Under data protection law, individuals have a right to be informed about how the school uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **students**.

We, The Complete Works School are the 'data controller' for the purposes of data protection law.

## The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about students includes, but is not restricted to:

- Contact details, contact preferences, date of birth, identification documents
- Results of internal assessments and externally set tests
- student and curricular records
- Characteristics, such as ethnic background, or special educational needs
- Exclusion information
- Details of any medical conditions, including physical and mental health
- Attendance information
- Safeguarding information
- Details of any support received, including care packages, plans and support providers
- Photographs
- CCTV images captured in school

We may also hold data about students that we have received from other organisations, including other schools, local authorities and the Department for Education.

## Why we use this data

We use this data to:

- Support student learning
- Monitor and report on student progress
- Provide appropriate pastoral care
- Protect student welfare
- Assess the quality of our services
- Administer admissions waiting lists
- Carry out research
- Comply with the law regarding data sharing

### Our legal basis for using this data

We only collect and use students' personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform an official task in the public interest

Less commonly, we may also process students' personal data in situations where:

- We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)

Where we have obtained consent to use students' personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent, and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using students' personal data overlap, and there may be several grounds, which justify our use of this data.

### Collecting this information

While the majority of information we collect about students is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information from you or your child, we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying.

### How we store this data

We keep personal information about students while they are attending our school. We may also keep it beyond their attendance at our school if this is necessary in order to comply with our legal obligations. Our Data Retention Schedule sets out how long we keep information about students.

If you would like a copy of our Data Retention Policy you can download this from our school website [www.tcw.org.uk](http://www.tcw.org.uk)

### Data sharing

We do not share information about students with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about students with:

- *The local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and exclusions*
- *The Department for Education*
- *The student's family and representatives*
- *Educators and examining bodies*

- *Our regulator e.g. Ofsted, Independent Schools Inspectorate*
- *Suppliers and service providers – to enable them to provide the service we have contracted them for*
- *Financial organisations*
- *Central and local government*
- *Our auditors*
- *Survey and research organisations*
- *Health authorities*
- *Security organisations*
- *Health and social welfare organisations*
- *Professional advisers and consultants*
- *Charities and voluntary organisations*
- *Police forces, courts, tribunals*
- *Professional bodies*

### National student Database

We are required to provide information about students to the Department for Education as part of statutory data collections such as the school census.

Some of this information is then stored in the National student Database (NPD), which is owned and managed by the Department and provides evidence on school performance to inform research.

The database is held electronically so it can easily be turned into statistics. The information is securely collected from a range of sources including schools, local authorities and exam boards.

The Department for Education may share information from the NPD with other organisations, which promote children's education or wellbeing in England. Such organisations must agree to strict terms and conditions about how they will use the data.

For more information, see the Department's web page on how it collects and shares research data. You can also contact the Department for Education with any further questions about the NPD.

### Youth support services

Once our students reach the age of 13, we are legally required to pass on certain information about them to the local authority and/or youth support services provider in your area, as it has legal responsibilities regarding the education or training of 13-19 year-olds.

This information enables it to provide youth support services, post-16 education and training services, and careers advisers.

Parents/carers, or students once aged 16 or over, can contact our data protection officer to request that we only pass the individual's name, address and date of birth to the local authority and/or your youth support services provider.

## Transferring data internationally

If we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

## Parents and students' rights regarding personal data

Individuals have a right to make a '**subject access request**' to gain access to personal information that the school holds about them.

Parents/carers can make a request with respect to their child's data where the child is not considered mature enough to understand their rights over their own data (usually under the age of 12), or where the child has provided consent.

Parents also have the right to make a subject access request with respect to any personal data the school holds about them.

If you make a subject access request, and if we do hold information about you or your child, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you or your child
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

Please note that you are entitled to submit subject access requests all year round, but please bear in mind that it may be necessary for us to extend the response period when requests are submitted over the summer holidays. This is in accordance with article 12(3) of the GDPR, and will be the case where the request is complex – for example, where we need multiple staff to collect the data.

If you would like to make a request please contact our data protection officer.

## Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations to exercise any of these rights, please contact our data protection officer.

## Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our data protection officer.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call **0303 123 1113**
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## Contact our Data Protection Officer

The Data Protection Officer is responsible for overseeing data protection within the school so if you do have any questions in this regard, please do contact them on the information below:

Data Protection Officer: Judicium Consulting Limited

Address: 72 Cannon Street, London, EC4N 6AE

Email: [dataservices@judicium.com](mailto:dataservices@judicium.com)

Web: [www.judiciumeducation.co.uk](http://www.judiciumeducation.co.uk)

Telephone: 0203 326 9174

# Privacy Notice - For Students

We, The Complete Works School are a data controller for the purposes of Data Protection.

We collect personal information from you and may receive information about you from your previous school and/or the Local Authority.

We hold this personal data to:

- Support your learning
- Monitor and report on your progress
- Provide appropriate pastoral care
- Assess how well we are doing

Information about you that we hold includes your contact details, assessment results, attendance information and personal characteristics such as your ethnic group, any special educational needs you may have and relevant medical information. We may also hold details of any behaviour issues or exclusions you have had, photographs and CCTV images.

We will not give information about you to anyone without your consent unless the law and our policies allow us to.

We are required by law to pass some information about you to our Local Authority and the Department for Education.

## Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our data protection officer on [dpo@tcw.org.uk](mailto:dpo@tcw.org.uk)



# Relationships and Sex Education

As a part of your child's education at The Complete Works, we promote personal wellbeing and development through a comprehensive Personal, Social, Health and Economic (PSHE) education programme. PSHE education is the curriculum subject that gives young people the knowledge, understanding, attitudes and practical skills to live safe, healthy, productive lives and meet their full potential. This subject includes a module on Relationships and Sex Education (RSE) entitled: *Healthy and Safe Relationships*. As is the case across all subjects, this module will be delivered at a level and depth that is appropriate for both the age and ability of the student.

Students will have opportunities to ask questions that help prepare them for relationships of all kinds in the modern world. All PSHE teaching will take place in a safe learning environment and is underpinned by our school ethos and values. PSHE education is monitored regularly.

As a school community, we are committed to working in partnership with parents and carers. If you would like to see a sample of our SRE Lesson Plans or if you have any questions or concerns, please email Head of Curriculum [bethan.sargent@tcw.org.uk](mailto:bethan.sargent@tcw.org.uk) or speak to your child's education team.

## The Right to Withdraw

The statutory guidance for RSE and Health Education came into effect in all secondary schools from 2020, including academies, free schools and independent schools.

## The Statutory Guidance

- Parents will not be able to withdraw their child from any aspect of Relationships Education or Health Education.
- Parents will be able to withdraw their child (following discussion with the school) from any or all aspects of Sex Education, other than those which are part of the science curriculum, up to and until three terms before the age of 16.
- After that point, the guidance states that 'if the child wishes to receive sex education rather than be withdrawn, the school should make arrangements to provide the child with sex education during one of those terms.'

# E-Safety For Parents/Carers

The Complete Works takes the safety and security of all our students seriously. Our full E-safety and Cyberbullying policies can be found [here](#).

## Top tips for your child's safety

- **Be involved in your child's online life** – Talk to them about what they're doing, if they know you understand they are more likely to approach you if they need support. There is advice on how to have these conversations and what to say, which can be found [here](#).
- **Keep up-to-date with your child's development online** - Be inquisitive and interested in the new gadgets and sites that your child is using.
- **Set boundaries in the online world just as you would in the real world** – Think about what they might see, what they share, who they talk to and how long they spend online.
- **Know what connects to the internet and how your child will use all sorts of devices and gadgets**; make sure you're aware of which ones can connect to the internet, such as their phone or games console. There is lots of excellent advice on how to implement these filters and settings [here](#).
- **Consider the use of parental controls on devices that link to the internet** – Parental controls are a tool to help you set appropriate boundaries as your child grows and develops. All internet service providers (ISPs) are now legally obliged to provide filtering and parental controls as part of their service to you. More information can be found [here](#).

A mobile phone which is 3G or 4G enabled does not need Wi-Fi to be able to access the internet. Just like the ISP providers, mobile phone networks also provide filtering and restrictions that parents can set up or enable. More information about this can be found from your mobile phone network directly.

- **Emphasise that not everyone is who they say they are** - Make sure your child understands that they should never meet up with anyone they only know online without taking a trusted adult with them.

## What the law says







- **Privacy/Cyberbullying** – There are a number of UK laws that can be applied to children who have been perpetrators of bullying through electronic communication, or the spreading of information without consent of the subject. Schools also have strict guidelines to follow, which if broken, can result in further disciplinary action.
- **Pirating movies, music and software** – It's easy for children to download and make illegal copies of copyrighted movies, music and software. This is an offence under the Copyright, Designs and Patent Act 1988.
- **Libel and defamation** – Social networking sites and apps, allow children to attack peers or teachers, for example. These attacks can sometimes amount to libel or defamation lawsuits, or disciplinary action at school.
- **Sexting** – Sexting refers to 'sending or receiving sexually explicit or sexually suggestive nude or seminude images, videos or messages'. Sharing explicit images of under-18s is an offence even if the photos are taken by young people themselves.

## *Forms and Agreements*

Please fill in our Parent / Carer Form, by going to [tcw.org.uk/parent-carer-form](http://tcw.org.uk/parent-carer-form). If you have any questions about the form, please speak to your child's Education Support Officer.

# Contact the East Team

Call our Office on 02073770280 and use the extension numbers below

<p><b>Dean</b></p>  <p><u>Headteacher</u>  <i>dean.phillips-smith@tcw.org.uk</i>  <b>Ex 604</b></p> <ul style="list-style-type: none"> <li>Leads the East School</li> <li>Responsible for the school's development and growth</li> <li>Identifies opportunities for improvement of the student experience</li> </ul>	<p><b>Jo</b></p>  <p><u>Deputy Head</u>  <i>jo.kessler@tcw.org.uk</i>  <b>Ex 650</b></p> <ul style="list-style-type: none"> <li>Oversees the education of our East students</li> <li>Handles general enquiries about students' education and safeguarding</li> <li>Line manager of the East Team</li> </ul>	<p><b>Hannah</b></p>  <p><u>Curriculum Coordinator</u>  <i>hannah.tucker@tcw.org.uk</i>  <b>Ex 622</b></p> <ul style="list-style-type: none"> <li>Organises the subjects our students study</li> <li>Oversees learning resources</li> <li>Supports post-16 students with their transition to further education</li> </ul>
<p><b>Andzelika</b></p>  <p><u>Attendance and Welfare Coordinator</u>  <i>andzelika.morkunaite@tcw.org.uk</i>  <b>Ex 623</b></p> <ul style="list-style-type: none"> <li>Oversees attendance and timetables</li> <li>Organises cover teachers if a teacher is absent</li> </ul>	<p><b>Tyrone</b></p>  <p><u>Interventions Officer</u>  <i>tyrone.atkins@tcw.org.uk</i>  <b>Ex 624</b></p> <ul style="list-style-type: none"> <li>Works with students who are finding it difficult to engage with learning</li> <li>Supports teachers and families to increase student engagement</li> </ul>	<p><b>Molly Rose</b></p>  <p><u>SEND Officer</u>  <i>molly.rose@tcw.org.uk</i>  <b>Ex 605</b></p> <ul style="list-style-type: none"> <li>Ensures that students with SEN are adequately provided for</li> <li>Oversees access arrangements for exams and annual reviews</li> </ul>
<p><b>Anwen</b></p>  <p><u>East Hubs Manager</u>  <i>anwen.meacham@tcw.org.uk</i>  <b>Ex 662</b></p> <ul style="list-style-type: none"> <li>Manager of the Creative Hub East</li> <li>Oversees onsite education for all East students</li> </ul>	<p><b>Stuart</b></p>  <p><u>School Counsellor</u>  <i>stuart.davenport@tcw.org.uk</i>  <b>Ex 625</b></p> <ul style="list-style-type: none"> <li>Provides counselling sessions to students</li> <li>Carries out wellbeing consultations for staff</li> </ul>	<p><b>Lotta</b></p>  <p><u>Safeguarding DSL</u>  <i>lotta.jones@tcw.org.uk</i>  <b>Ex 606</b></p> <ul style="list-style-type: none"> <li>Deals with safeguarding issues and concerns</li> <li>Supports and advises staff on safeguarding issues</li> </ul>